

Joe Kais

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SUMMARY OF QUALIFICATIONS

- **Leadership Award** - St. Clair College Windsor, Ont.
- **Smart Serve** alcoholic beverage certificate including wine sommelier and other related alcoholic beverage— St. Clair College Windsor, Ont.
- **Service Excellence** - Ontario Tourism Education Council
- **Safe Food Handling Basic FST Training** - Food Safety Training and Certificate
- **Product Knowledge Liquor Control Board of Ontario Level One** – St. Clair College Windsor, Ont.
- **Kelsey's Management Training Program** -London
- **Certified Train the Trainer**
- **Better Management in Unionized Environment** - Versa Food Service Management Ingersoll, Ont.
- **ServSafe**
- **Standard First Aid CPR/AED Level**

WORK EXPERIENCE

Mazaj Mediterranean Grill

Restaurant General Manager Windsor Ontario Dec 2014- October 2020

- Day to day operations fully licensed for 60 seating's indoor and 35 seating's outdoor
- Menu engineering and wine pairing
- Staff and management training
- Standard recipes and implementation
- Set up suppliers accounts
- Proper equipments for new restaurants
- Soft and grand opening
- Local marketing and advertising

Midfield Concession Enterprise Michigan- Detroit USA Oct 2012-Oct 2014

current (owns and operates Max & Ermas, Champp's, Legends, The Pub, Cantina Lorado, Villa, Qdoba, Green Leaf & Banana, Sora Sushi bar, Med Grill, Quiznos, Hungry Howie's, Mrs Fields, PB&J, U Food, Philips Sea Food, Med Bistro)

F&B Manager/Management Consultant/Detroit airport/

- In charge of purchasing and special projects as assigned by the CEO
- Introduce new Food & Beverage products to boost sales
- Promotions roll out, back up for operations in terms of training and HR
- Establish and implement standard operating procedures for Inventory management control and F&B cost control systems for thirty four units
- Establish and implement shoppers survey in coordination and incompliance with the airport authority
- Menu engineering, wine pairing in coordination with suppliers and quality control for the company nation wide
- Lead the co-operation onto expanding and acquiring new units
- In charge of Quality control program for 34 units, implement standard operating procedures in compliance with the franchises contract

Byblos Hospitality Group- Dubai UAE June 2010-September 2012
Group Training Manager

- Customer service training in the hospitality industry
- Safe food handling training
- Room service training and how to up sell
- Time Management training
- Orientation and brief history of the group
- Problem solving seminars/Management and staff
- Ongoing hands on training/Conducting shoppers survey for the group
- One on one Food & Beverage Management training /Management positions
- Involved and consulted in opening all new outlets for the group
- Involved in upgrading all food & beverage cost control systems

Holiday Inn and Suits, Windsor Canada. January 2008-Till November 2010

F&B Manager

- Day to day operational management and involved in local sales
- Annual revenue - \$2 Millions/year
- Menu engineering and creations with co ordination with the executive chef
- Managing all aspects of operation including budgeting, promotion and marketing
- Number of employees Fifty five

Hilton Hotel, Windsor Canada. January 2005-Till January 2008

F&B Manager

- Day today operational management
- Bar Capacity 110 people
- Annual revenue 2.5 Millions/year
- Managing all aspects of operation
- Number of employees Sixty five
- Planning, budgeting, local sales & marketing
- Restaurant and bar menu engineering as required

G M, Trim. January 2003-Till January 2005

Component Manager

- Client Liaison
- Payroll, and P&L statement
- Managing all aspects of operation
- Number of employees sixty-five, plant population of 1500 people
- Planning , budgeting
- Restaurant menu planning, marketing
- Catering for executives
- In charge of a satellite location belongs to the same account

Kelsey's Restaurant, Windsor Canada. January 2000-Till January 2003

Food & Beverage Manager

- Free standing restaurant and part of a large chain
- Reported to Area Director of Operations
- Seating capacity 165 people- managed 65 employees
- Annual revenue of 4 Millions/year
- Managing all aspects of operations including marketing and menu planning

EDUCATION

Hotel and Restaurant Management Diploma

2008-2010

- St. Clair College of Applied Arts and Technology - Windsor, ON

Specialization in Food and Beverage Management

1985-1987

- American Hotel & Lodging educational Institute
- East Lansing, Mich.

Other related work Experience

- **Istamboli Restaurant Dearborn, Michigan USA**- Proprietor
- **San Rock Hotel Amman, Jordan** - Food and Beverage Manager

Computer Skills St. Clair College Windsor Ont.

- **Computer Literacy** - Word, Excel, and PowerPoint
- **Industry Software** - MICROS 3500- Hotel POS, Ersasoftware, SilverWare
Food & Beverage POS System, Fidelio hospitality system. Maître d'hôtel system.

Languages

- English-Fluent
- Arabic-Fluent
- French- comprehension